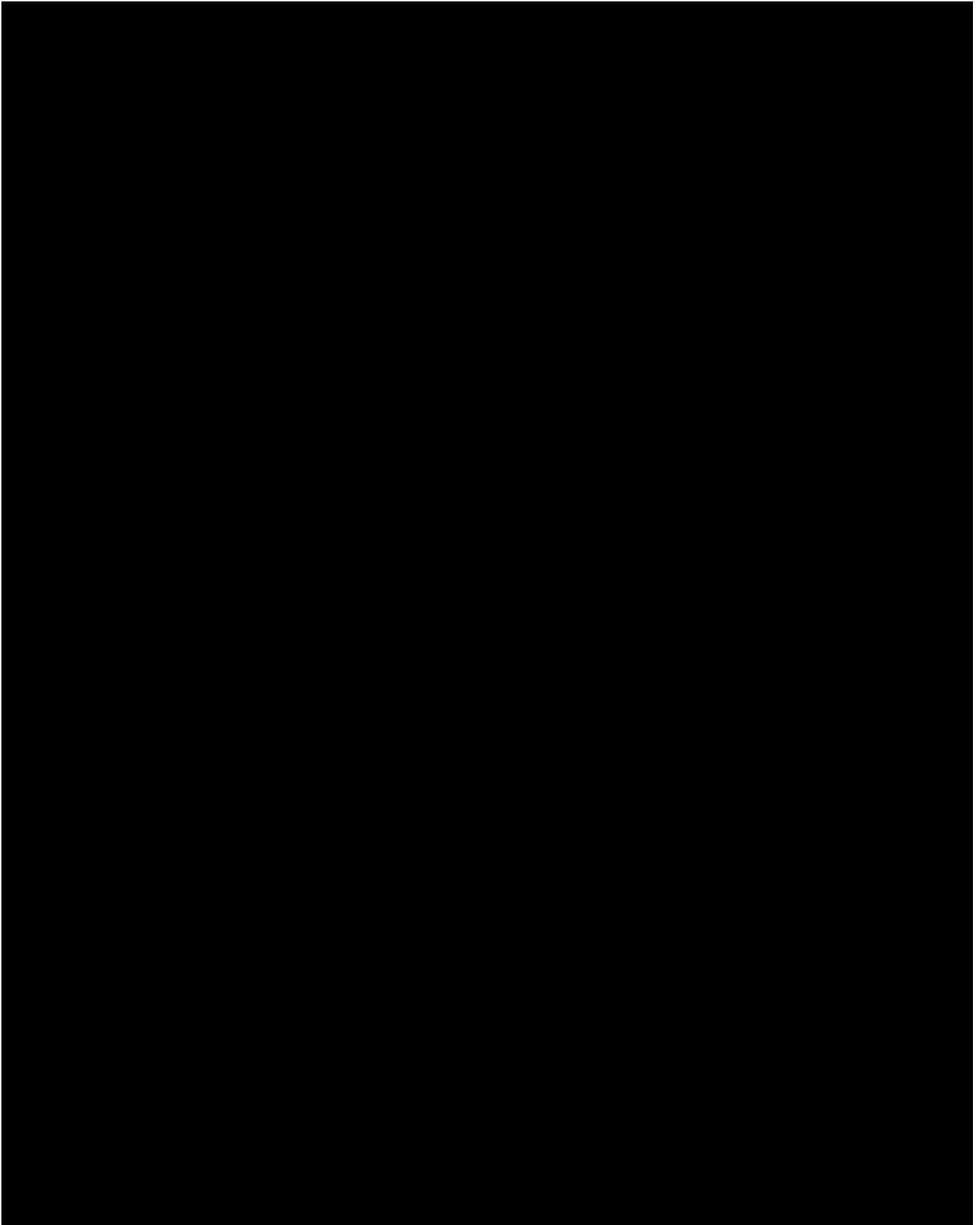
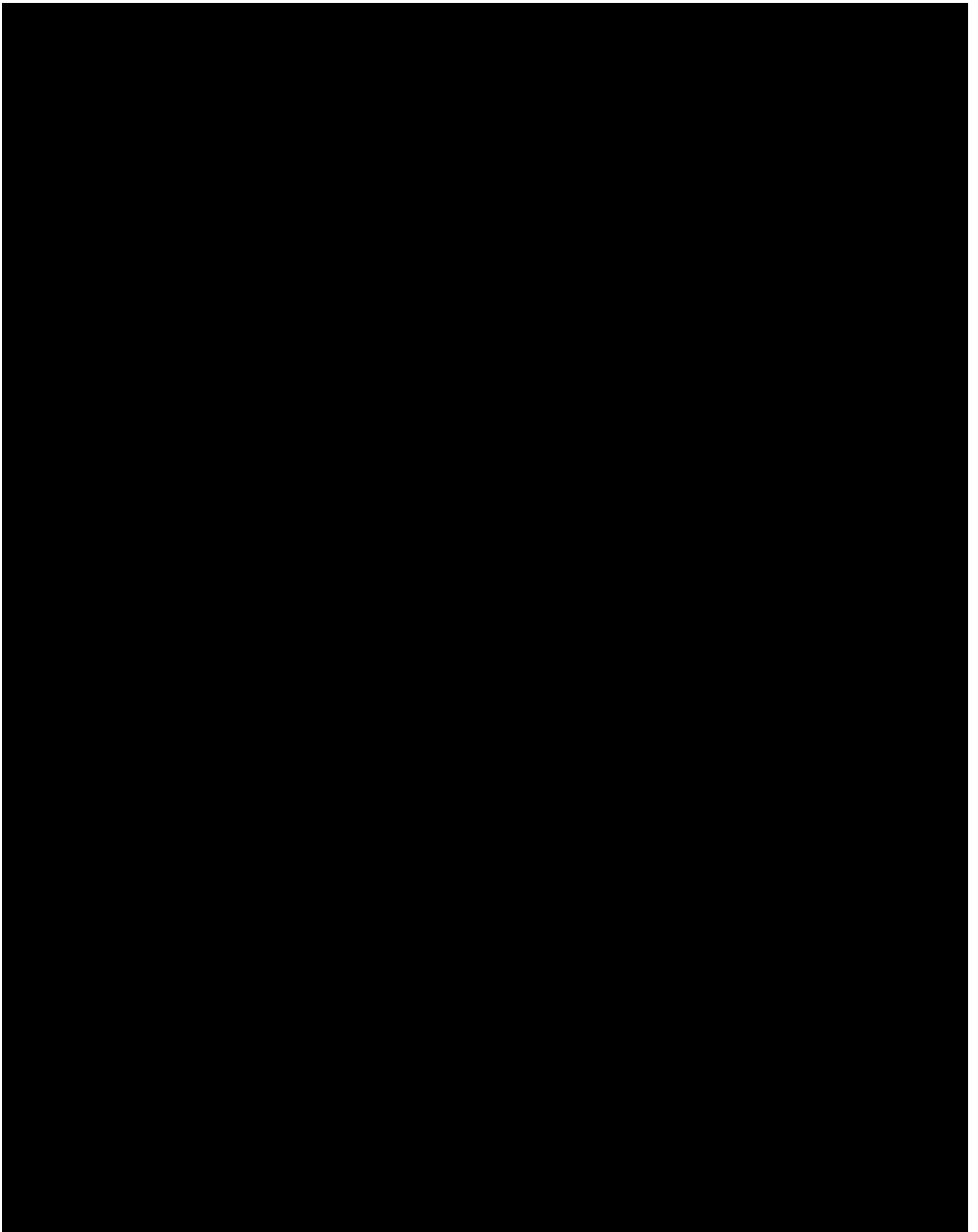


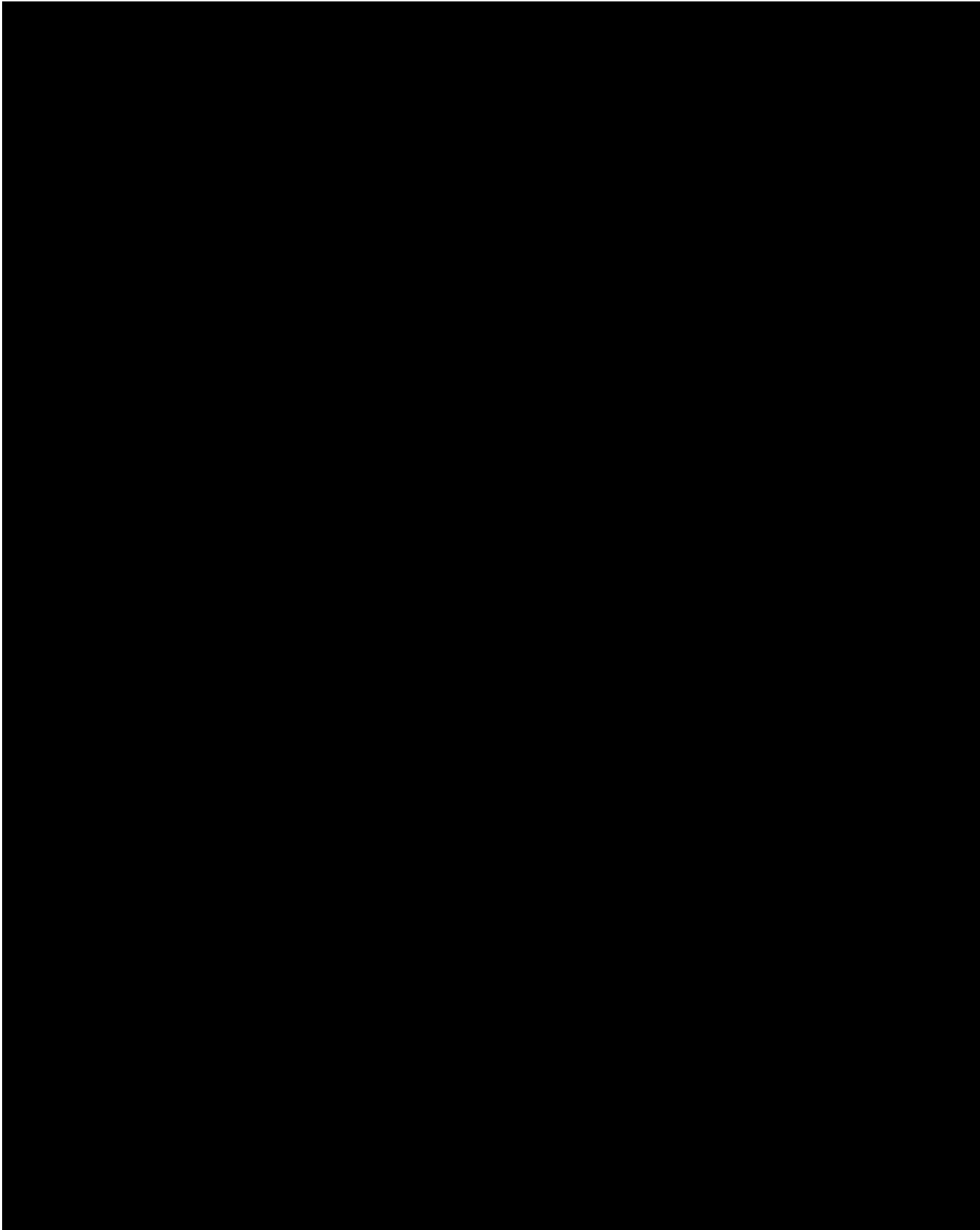
Appendix A – Labor Exchange Solution Narrative

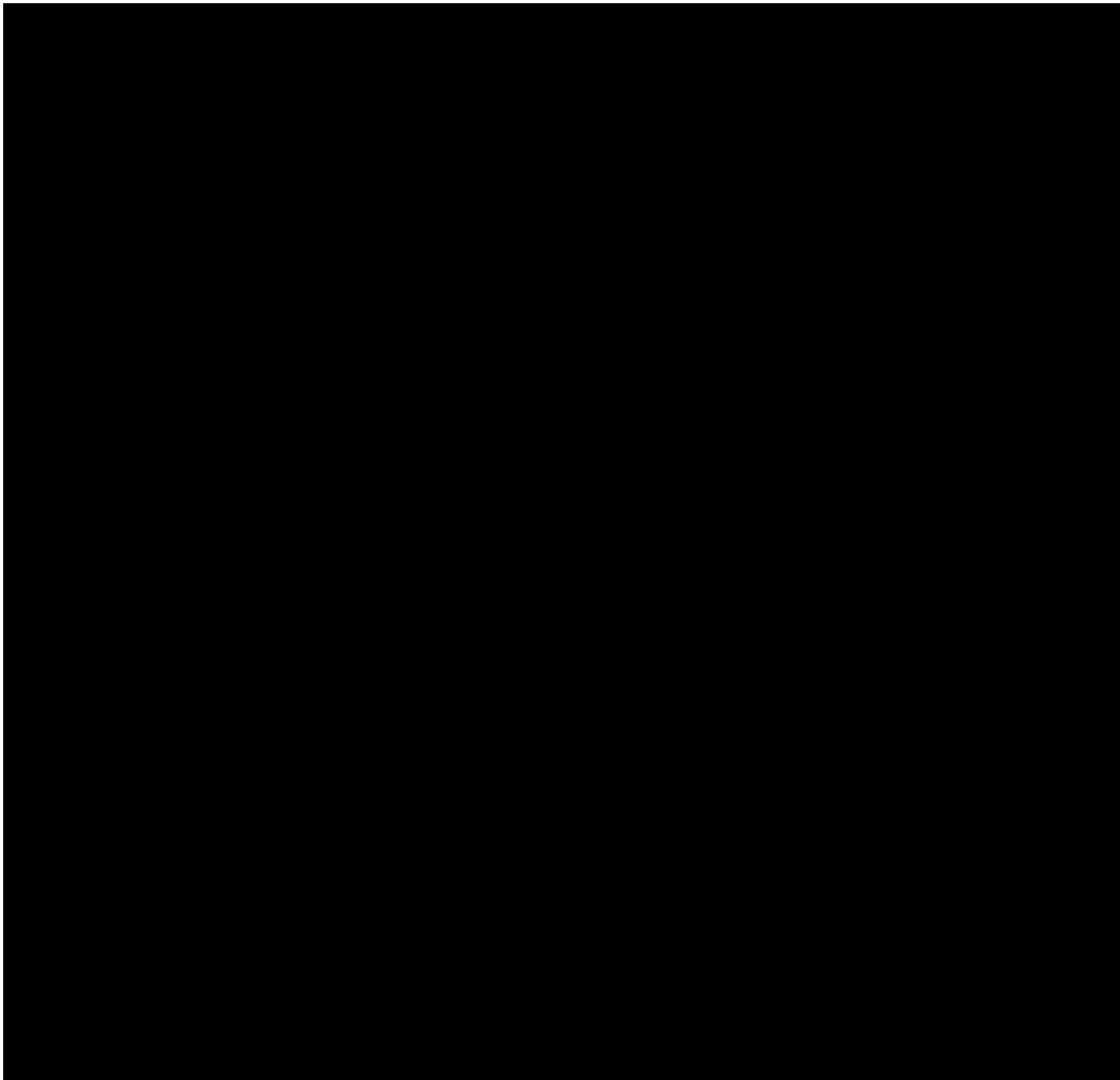
The following subsections provide a more detailed, comprehensive overview of our *VOS Sapphire 22 Labor Exchange* system, as required of **Section 7.0 Solution Overview** in Attachment F Technical Proposal – Labor Exchange.

Table Of Contents









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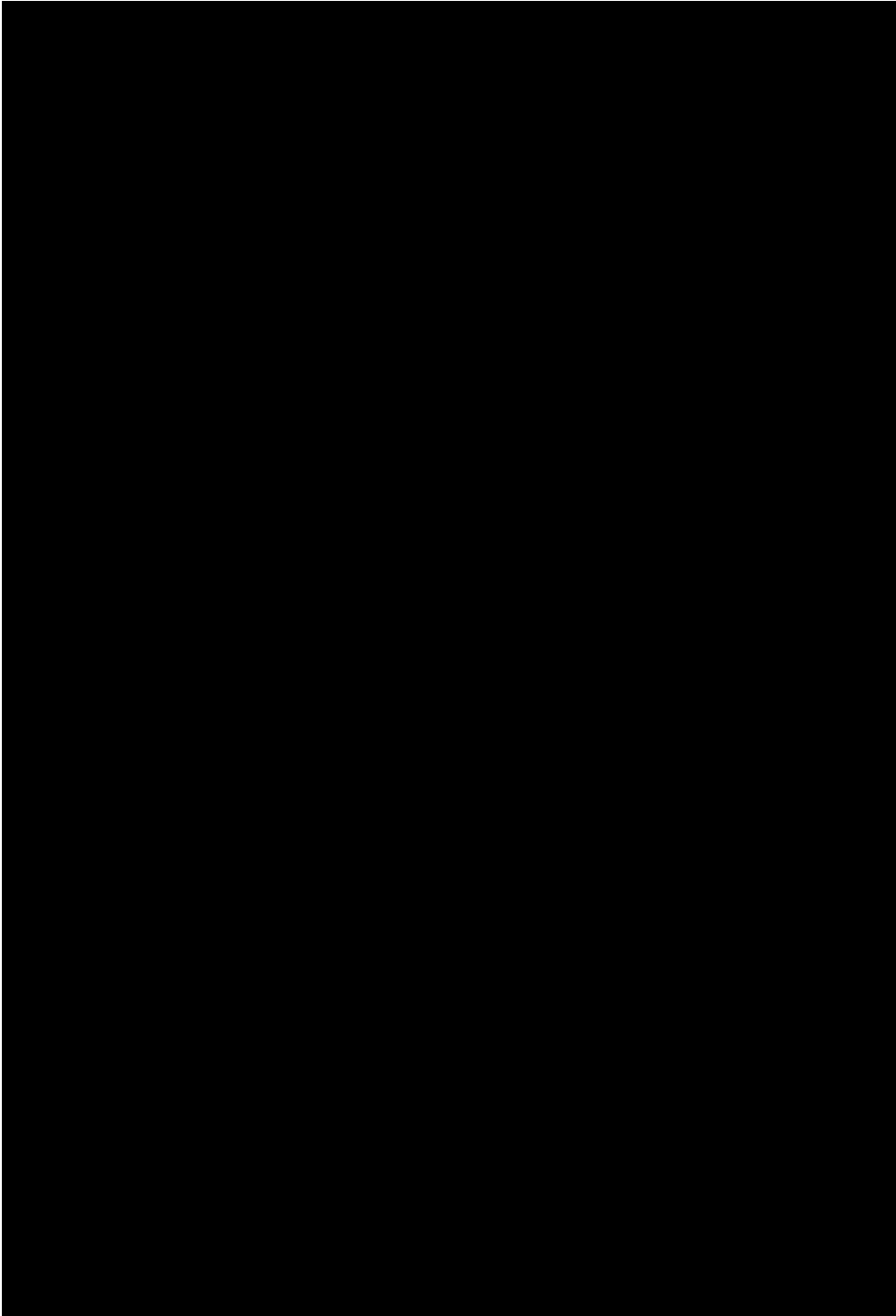
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Intuitive Features for the End User

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Multiple Language Capability

VOS Sapphire 22 is designed so that the system can support multiple language versions of each page and database lookup table. This allows for a manual translation of any language to be supported in the system. [REDACTED]

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ADA Accessibility

At Geographic Solutions, we believe in eliminating barriers in information technology, making new opportunities available for staff with disabilities, and encouraging the development of technologies that will help them achieve these goals. We develop all our software to be as accessible as possible to all potential staff users regardless of ability or disabilities.

The *VOS Sapphire 22* system meets all federally mandated access requirements, including compliance with the Americans with Disabilities Act (ADA) and Section 508 of the Rehabilitation Act. The system also meets access requirements adopted by the Federal Access Board as part of Section 508 Electronic and Information Technology Accessibility Standards under 1194.22 Web-based Intranet and Internet Information and Applications.

Assistive Technologies

Geographic Solutions employs testing and development personnel with experience using assistive technologies.

The Geographic Solutions suite of solutions meets the Web Content Accessibility Guidelines (WCAG) 2.0 with the conformance Level AA. We actively monitor and update our systems as the World Wide Web Consortium (W3C) develops new recommendations and guidelines. When developing new functionality, we use information from both ADA and WCAG to achieve a satisfactory level of compliance. We make every attempt to ensure our site is as accessible as possible. Geographic Solutions employs testing and development personnel with experience using assistive technologies. Some of the most common design mistakes and pitfalls we avoid include:

- Lack of keyboard functionality
- Missing form element label markup
- Missing or improper alt markup
- On change events
- Tab order

Assistive Technology for Staff

The *VOS Sapphire 22* application is compatible with screen readers used by staff such as JAWS, Dragon speech-to-text software, as well as other screen reading tools for print and mobility disabilities.

The JAWS software is the screen reader most extensively used by staff. JAWS can recognize all data field labels and pop-up messages in the *ISD* module in their entirety. All the message responses are accessible using keyboard functionality.

[REDACTED]

The proposed Indiana Case Management and Labor Exchange System is a browser-based system using a keyboard and mouse designed to use commonly accepted and user-friendly font sizes and colors. The functionality for adjusting screen and printed fonts are similar to any Microsoft web-based application that runs in a browser, such as Internet Explorer. [REDACTED]

[REDACTED] The screen contrast, which the Windows operating system controls, is independent of the browser setting, as it is for all applications and elements displaying on the screen. The text and background colors meet contrast standards for ADA compliance at Level AA.

[REDACTED]

Geographic Solutions develops and tests all versions of its software for ADA compliance and ease of use by persons with disabilities. We investigate, test, and integrate new third-party software regularly to ensure that our products remain current with other assistive technologies.

Site Branding

Geographic Solutions designed *VOS Sapphire 22* to allow a state to brand its site for a unique look and feel. The DWD can incorporate its own specific design templates, color combinations, graphics, logos, and other items as required. As part of this project, Geographic Solutions will work in tandem with the DWD and relevant partners to create an appealing appearance for the information contained in the application and to define a consistent color scheme throughout the new system. As part of Geographic



Weekly Certifications Review

Below are the weeks for which you have completed certifications. Note that each benefit claim will have one waiting week.

#	Week Ending	Certification Filing Date	Benefit Pay Date	Check Number	Benefit Amount	Federal Withholding	Payment Amount
10	1/19/2013	1/23/2013	Not Applicable	0	\$247.00	\$0.00	\$0.00
7	12/29/2012	1/8/2013	Not Applicable	0	\$247.00	\$0.00	\$0.00
4	12/8/2012	1/8/2013	Not Applicable	0	\$247.00	\$0.00	\$0.00
3	12/1/2012	1/8/2013	Not Applicable	0	\$247.00	\$0.00	\$0.00
2	11/24/2012	12/19/2012	Not Applicable	0	\$247.00	\$0.00	\$0.00
1	11/17/2012	12/6/2012	Not Applicable	0	\$247.00	\$0.00	\$0.00

Page 1 of 1

Rows: 10

Return to Previous Page

Example of Customization for the VOS Sapphire 22's Site to Meet State Branding Standards – Louisiana HIRE System



Mobile Compatibility

VOS Sapphire 22 features a responsive web design, which is ideal for users who want access to the system from their mobile devices. This design creates a flexible, fluid, and adaptive website. The system uses media queries to determine the layout of the site's pages. Geographic Solutions also offers a Mobile Application module. This is a native application for an Apple iOS or Android operating system that does not require a browser. Geographic Solutions designed the application specifically for handheld devices with smaller screens. DWD can brand the application and publish it to the Apple App Store or to Google Play for download.

Responsive Web Design – Mobile Friendly

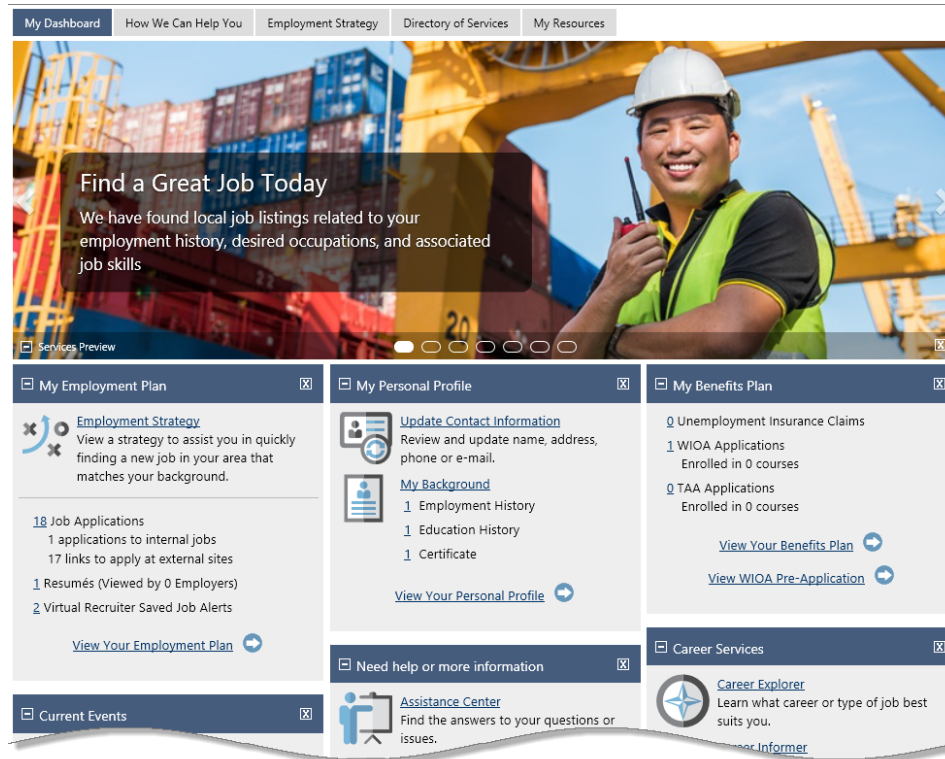
VOS Sapphire 22 operates in a mobile browser or wireless internet browser, such as Apple Safari, as well as on a mobile device or tablet. The system displays web content for small screens on portable devices using a touchscreen interface. This is key, as it typically is difficult to view and navigate to content when using websites designed for full-sized computer screens.

Using this responsive design, the layout of the website automatically adjusts to the user's screen resolution. Images in the system are flexible and context-aware and will display at different resolutions on large and small screens. On traditional computer monitors, the page displays with multiple columns; on smartphones, the site adjusts to display in a single column. On a tablet, the interface can display as two columns. This functionality minimizes the need for scrolling and/or pinching the screen. The user can access mobile-specific features, such as location-based mapping, which is very useful when searching for jobs near a user's physical location.

The following images illustrate *VOS Sapphire 22's* ability to respond from a high-resolution monitor to a tablet to a smartphone.

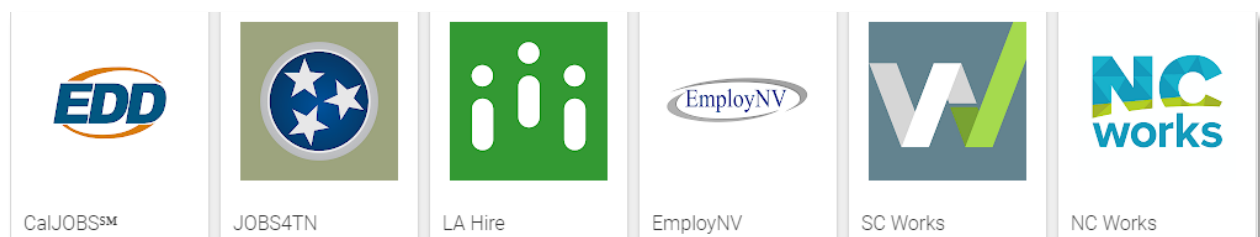
Mobile Application Module

The *VOS Sapphire 22 Mobile Application* is a native application for an Apple iOS or Android operating system that does not require a browser. Geographic Solutions designed the application specifically for handheld devices with smaller screens. DWD can brand the application and publish it to the Apple App Store or Google Play for download.



Tennessee JOBS4TN Site on a Windows Monitor at Normal Resolution (partial)

Mobile Application Uses



Sample App Store Icons of Geographic Solutions Mobile Applications



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Job Seeker Services

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Individual Registration

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Individual Profiles

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Request for Proposal No. 23-72117
IN Case Management and Labor Exchange System
Copyright © 2022 by Geographic Solutions, Inc. All rights reserved.

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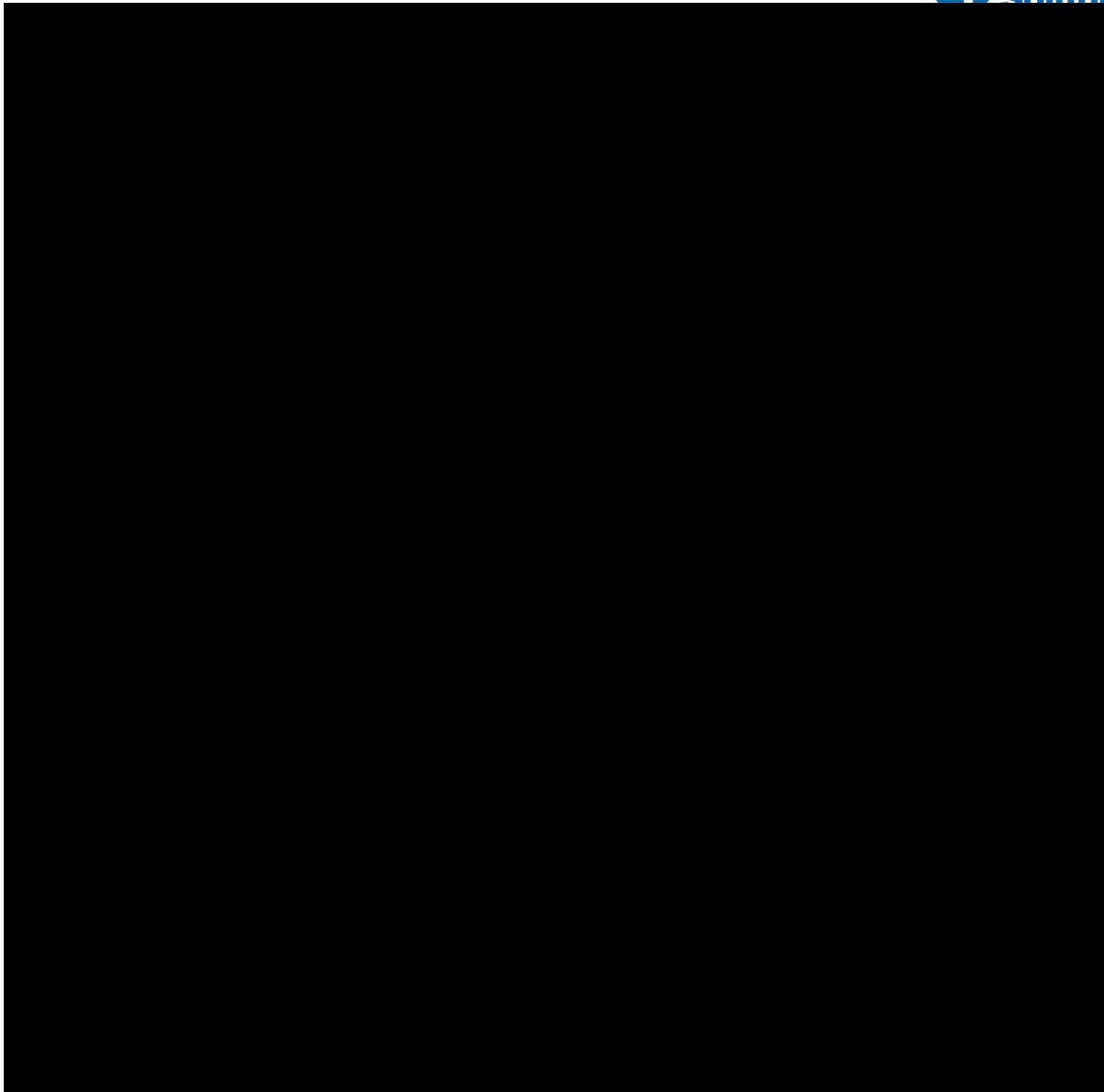
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Tools and Technology Skills

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Community Services and Benefits

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Financial Literacy and Services

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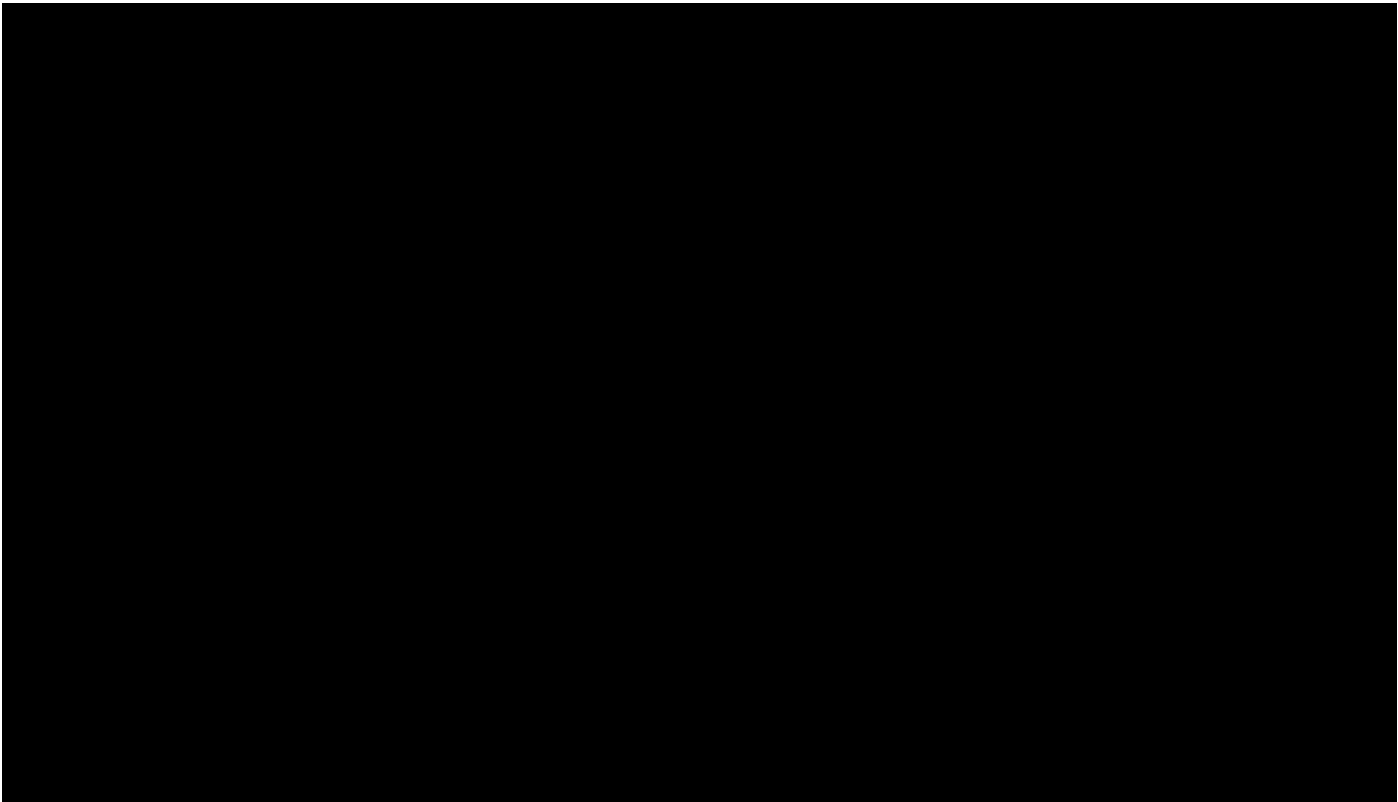
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Education Services

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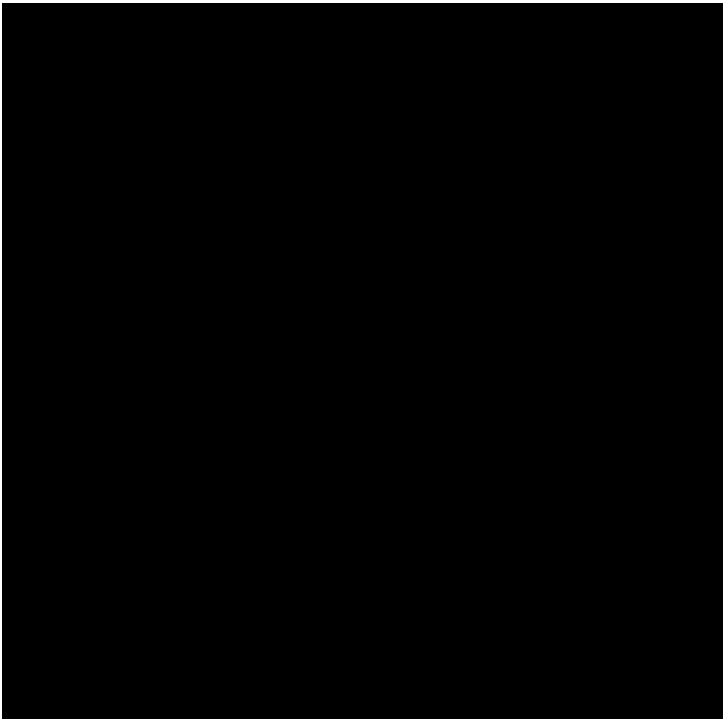
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Virtual Online Training Resources

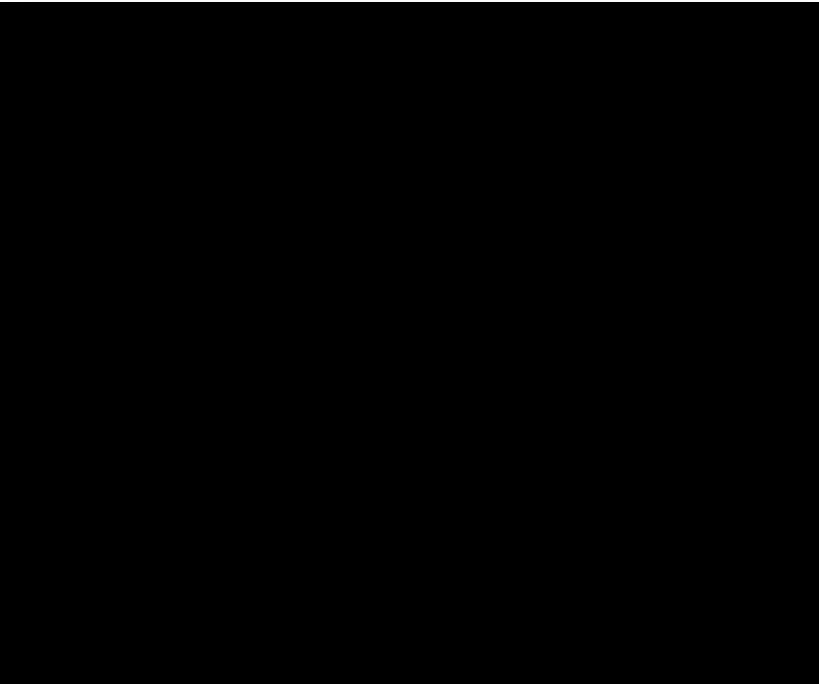
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Additional Functionality for Targeted Groups

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Employer Services

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An Effective User-Friendly, Demand-Driven System

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Employer Registration and Information Update

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Creating an Employer Account

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Employer Dashboard

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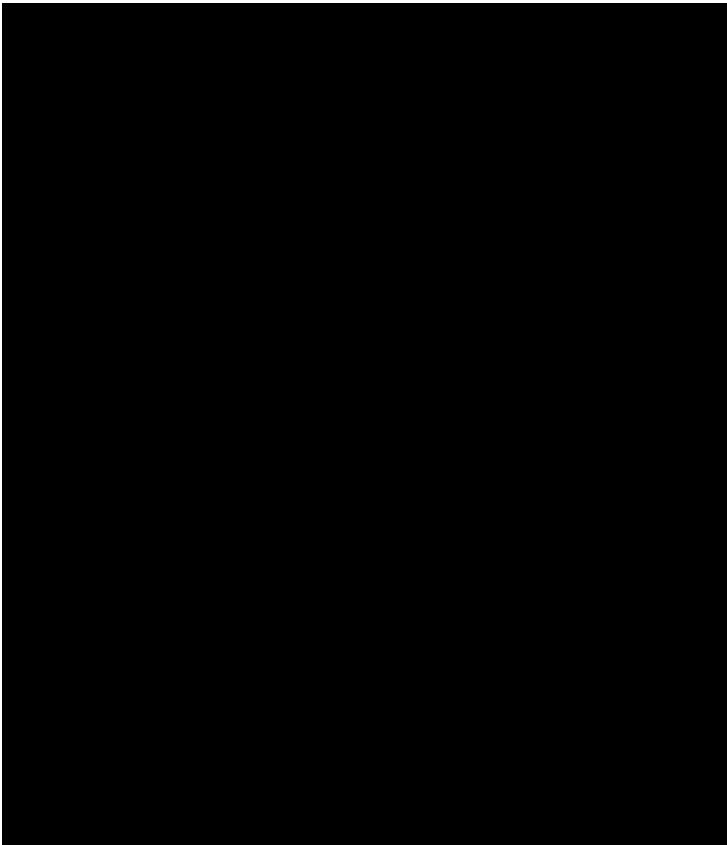
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Posting Job Opportunities and Tracking Applicants

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Applicant Tracking

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Labor Market Information and Services

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| 2 | 95% |
| 3 | 90% |
| 4 | 25% |
| 5 | 65% |
| 6 | 95% |
| 7 | 15% |
| 8 | 95% |
| 9 | 95% |
| 10 | 95% |

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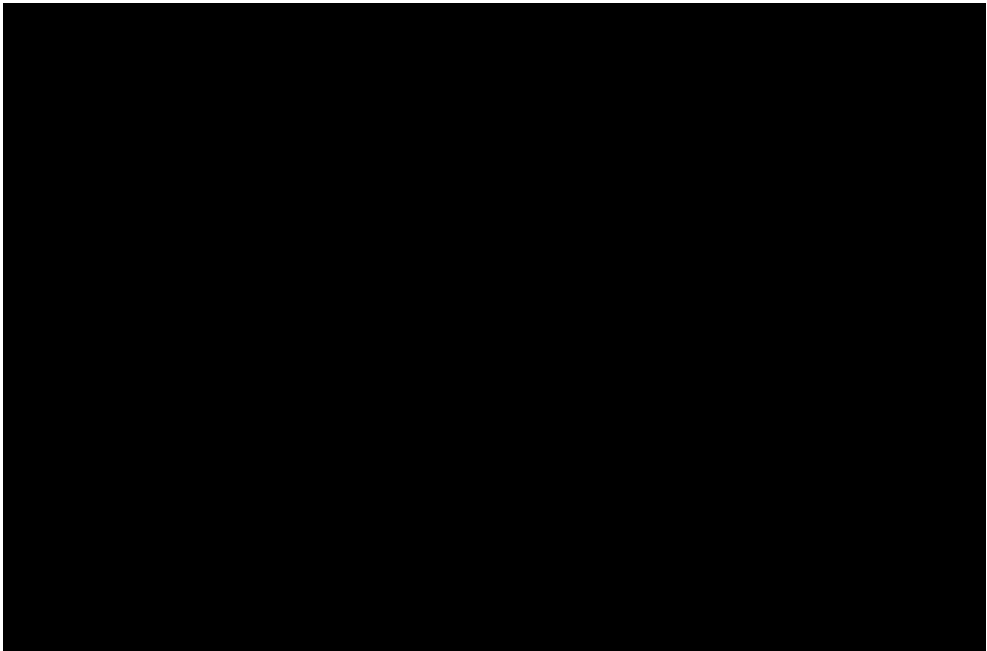
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Preventing Fraud

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Scam Employer Management

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Text Watch Alerts

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Suspicious Employer Reports

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Suspicious Employer System Alerts

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Fraud Detection on External Jobs

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Response	Percentage
Yes, the U.S. should take action to protect the environment	95%
No, the U.S. should not take action to protect the environment	5%

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Resources to Help the User

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Technical Assistance

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The system determines if users are individuals, providers, employers, or analysts, and determines whether they are registered or guest users. DWD can configure the system to display the topics or categories appropriate to that user type. For example, when a user has a question about *Labor Market Assistance*, established settings direct the system to prompt the user for additional information, such as at least one contact method (phone number or email). Other settings direct the system to request additional information via text box, to clarify the type of assistance a user needs. The settings are easy to establish and can improve staff productivity and efficiency in handling email information requests, because the system can route requests with greater accuracy.

Online Help Functionality

VOS Sapphire 22 includes online help that matches the system's printed and electronic documentation. System users can access the system's extensive online help capabilities easily. The *VOS Sapphire 22* online help functionality includes help at various levels, including help at the window, panel, pane, and field level. The system offers hypertext links to standard web pages for additional reference and includes other, in-context help throughout the system.

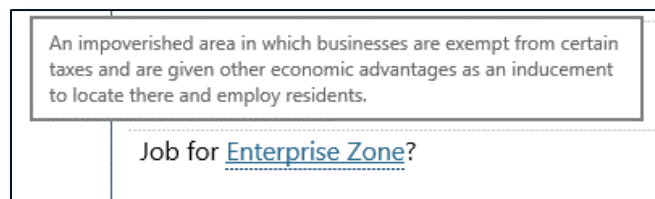
Geographic Solutions' Web Content and Online Help specialists update the system's help records with each release of the *VOS Sapphire 22* software. The system stores the up-to-date copies of the unique help text records in a specific library of help records within the system databases. It then associates these records with the *VOS Sapphire 22* code release level to ensure the help content is consistent with the current release level of the system.

Screen Level Assistance

The top of each screen in *VOS Sapphire 22* displays a header box that informs users of successful progress on the screen. If users complete a screen and select the *Save* button, header text will indicate they completed the action successfully. *VOS Sapphire 22* header boxes often contain additional information about the page or indicate the user is on Page x of xx.

Field Level Assistance

In addition to the help bubbles in the data entry screens within *VOS Sapphire 22*, the system displays a link with a dotted underline for some of the text, indicating the user can mouse over the text to see a definition of the phrase or word.



The System Displays Help via Hover Text that Appears When the User Mouses over the Term

Accessing Context-Sensitive Help

Every significant screen in the *VOS Sapphire 22* application includes context-sensitive, online help text. An authorized staff member can control and modify the help records separately through the

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User Guides

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Communications and Messaging

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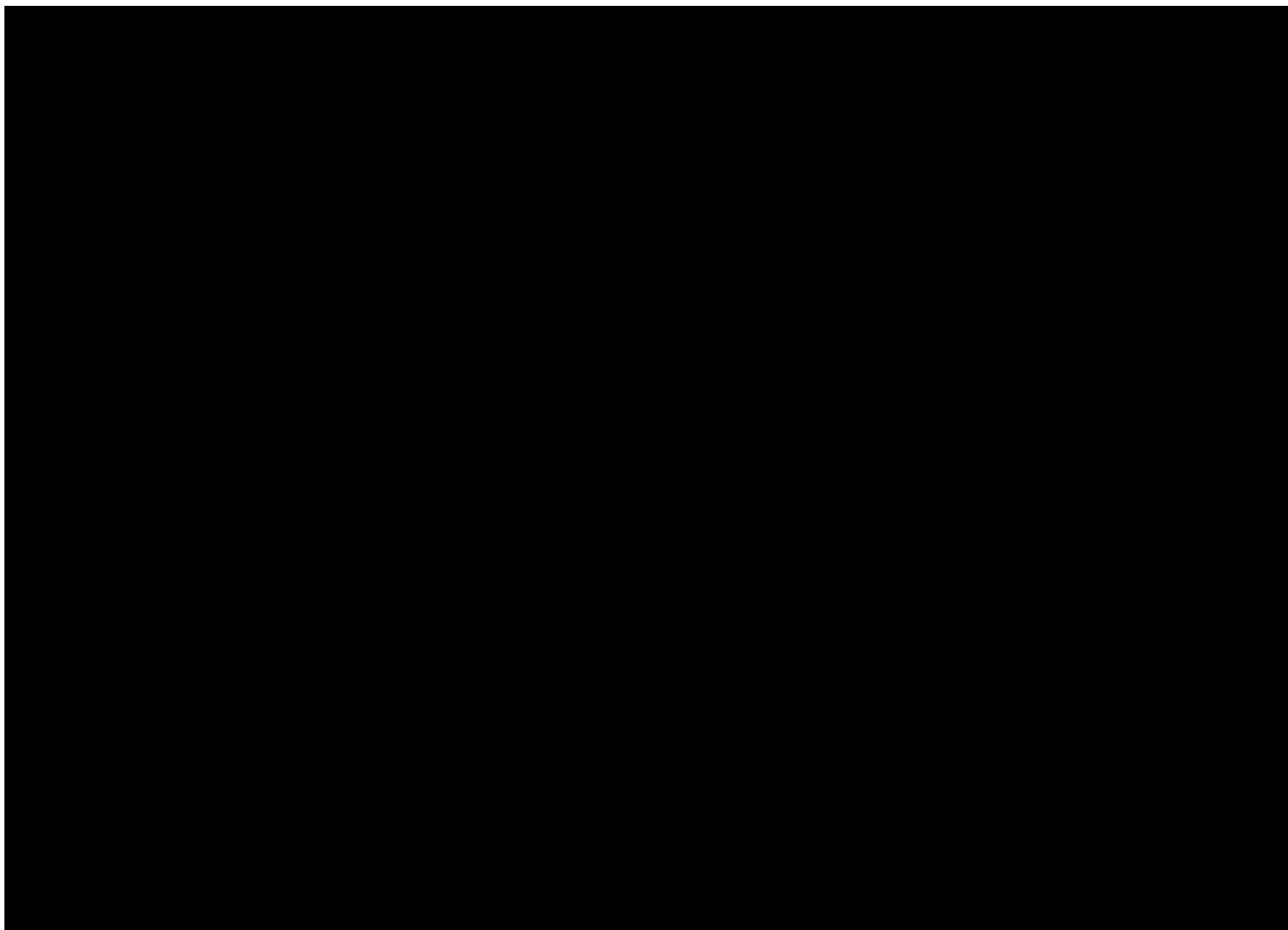
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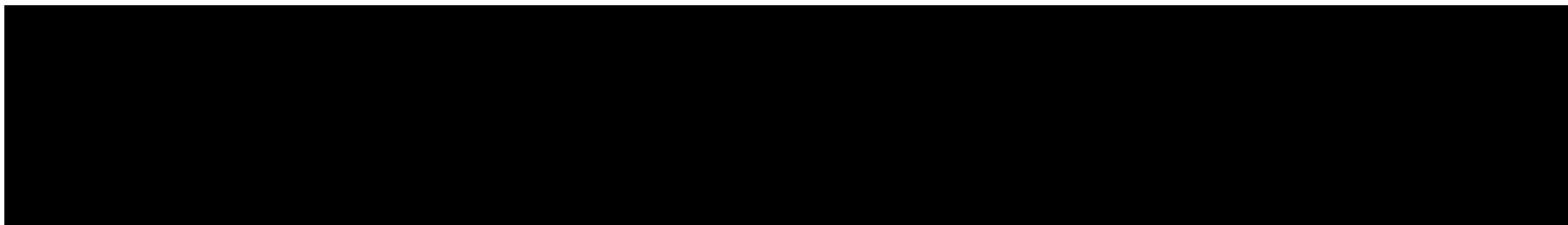
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Administrative System

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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- [REDACTED]

[REDACTED]

■

[REDACTED]

System Architecture Description and Diagrams

System architecture description and diagram, (including all underlying technology, databases, and other required third-party solutions – outline all required third-party software including versions and your experience working with each software component).

In 1999, Geographic Solutions introduced the first Software as a Service (SaaS) solution, known as the Virtual OneStop annual subscription, to state workforce agencies. Today, Geographic Solutions hosts more than 190 workforce and unemployment systems in our linked Tier III data centers in Lakeland, Florida and Sacramento, California.

[REDACTED]

After 30 years dedicated to the development of Case Management and Labor Exchange solutions, Geographic Solutions has a unique understanding of what works and what does not for Case Management and Labor Exchange agencies. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Geographic Solutions' broad experience supporting hosting environments for Case Management and Labor Exchange agencies is a significant advantage for DWD. Our staff is proficient with all the safeguards required to prevent the loss or unauthorized transfer of sensitive information. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

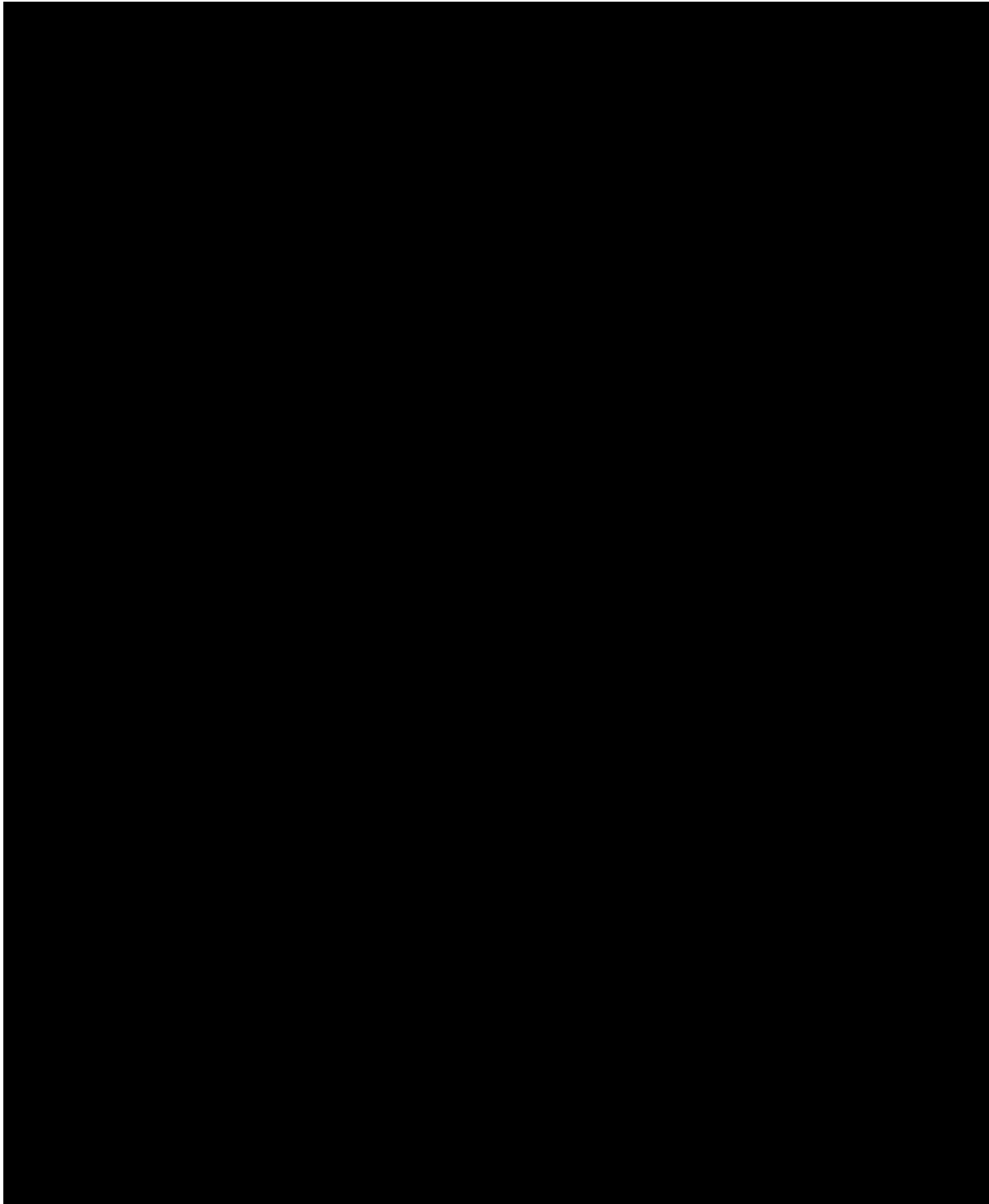
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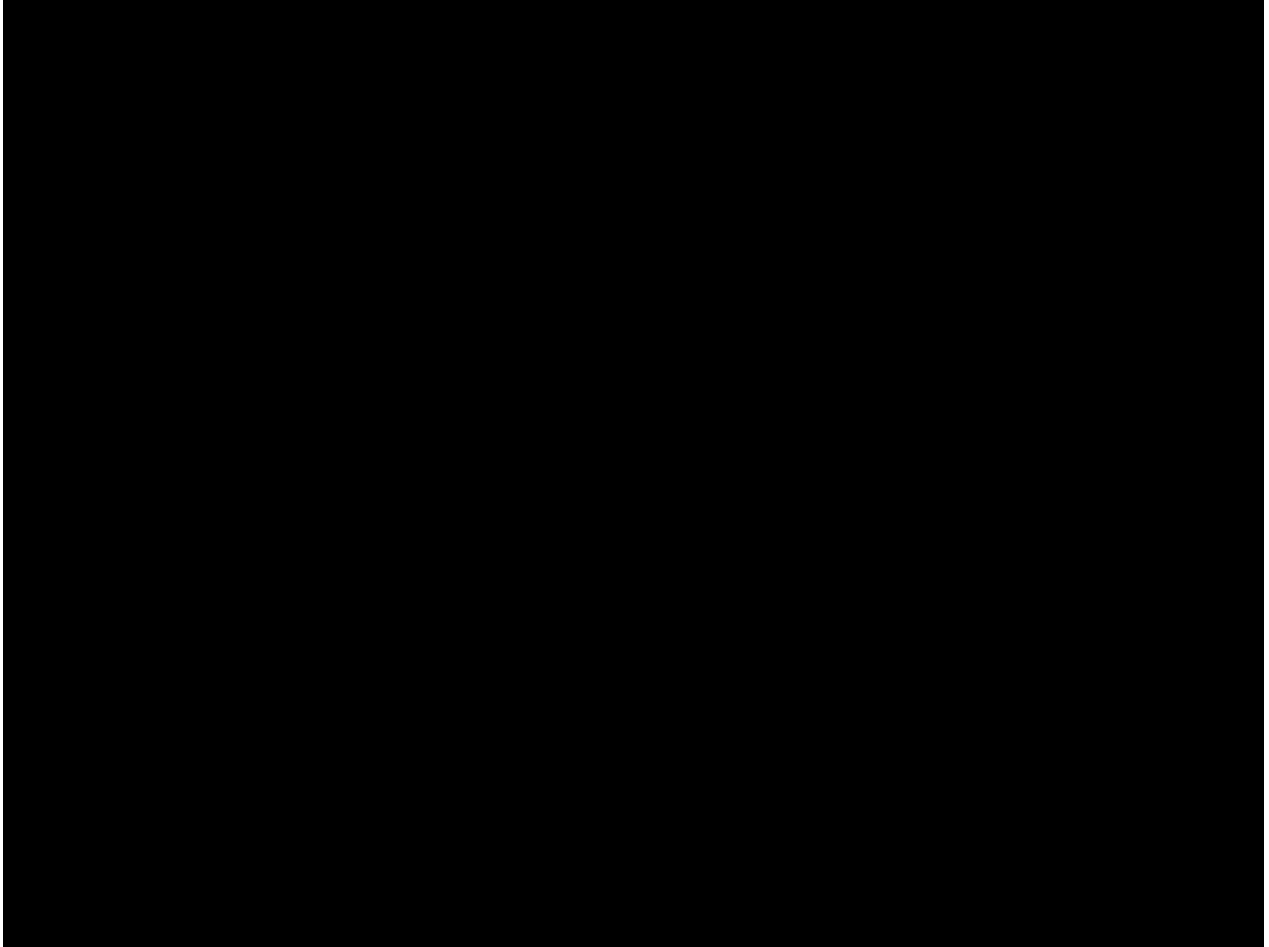
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[REDACTED]

The following diagram depicts the *VOS Sapphire 22* system architecture and how this architecture meets or exceeds the technical standards of the state.



The following diagram depicts the network and system infrastructure in the proposed Case Management and Labor Exchange system:



Conceptual Architecture



[REDACTED]

- [REDACTED]

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Network Architecture

[REDACTED]

[REDACTED]

Database Architecture



The following figure summarizes the *VOS Sapphire 22* database architecture.

Request for Proposal No. 23-72117
IN Case Management and Labor Exchange System
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Proposed Hosting Model

Proposed hosting model which may be either on-premise at Indiana Office of Technology or cloud-hosted solution; all data must reside in the U.S. Items to note for on-premise hosting include:

- The State uses COMODO SSL certificates for public web sites purchased through a multi-year agreement with the vendor and managed by the State.*
- Top-level forest, domain administration and Organization Unit (OU)-level administration shall be accomplished by the State Data Center. The system must be capable of using the current version of Active Directory in the latest forest functional mode (N), and the 2 previous versions, (N-2), to provide single sign-on or other functionalities. The system must be compatible with a multi-domain Active Directory forest model and not require authorities, Active Directory system changes or permissions outside of the agencies top level OU. The servers hosting the system must function as part of a domain. No changes will be made to the Active Directory. If offsite services are utilized, using an OAuth provider like the state's consolidated ADFS server for user authentication is required.*
- The approval by the State for use of any 3rd party controls, software or freeware.*
- All hardware purchases and maintenance will be the responsibility of the State.*
- The State will be responsible for all backups and backup activity.*
- Coordinating with the Indiana Office of Technology (IOT) to plan and design all technical environments required for the project and production.*

An understanding that all software and tools utilized or provided to the State agency shall be in final production and be available for sale and distribution to all customers.

[REDACTED]

[REDACTED]

Overview of Our Hosting Model

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Cost-Effective Deployment and Operations Models That Provide Multiple Benefits

[REDACTED]

[REDACTED]

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- **Optimized Hosting Service** – Geographic Solutions has tuned our environment to host our software solution to provide very rapid response times. Geographic Solutions' equipment is current, state-of-the-art, and capable of handling large volumes of data and users. Geographic Solutions uses high-speed clustered Data Servers with external fiber-connected All-Flash disk arrays. These systems use fiber optics communications between multi-channel disk controllers for maximum speed and efficiency. Geographic Solutions also ensures high performance by utilizing high-speed web servers that utilize network load balancing appliances to distribute incoming IP traffic among multi-node clusters and control outbound traffic for best destination path selection.
- **Comprehensive Support Service** – Geographic Solutions' SaaS package includes all the systems administration and database administration services necessary to keep a complex system running efficiently and effectively. Geographic Solutions' personnel are experienced in operating the *VOS Sapphire 22* software. They continually monitor the system and perform periodic system health checks. Geographic Solutions continually (24/7/365) monitors the application to detect any errors and ensure proactive solutions to any issues. Geographic Solutions staff handle all upgrades and deployment events as well as configuration management support for code changes and implementing service pack updates. If the DWD hosts the system in-house, it will need to hire and train staff to perform these tasks or allocate existing staff resources to these tasks.
- **Rapid Resolution of Issues** – When Geographic Solutions hosts the software at our facility, we can monitor systems for critical issues and address them immediately. Geographic Solutions monitors all our hosted systems around the clock, every day of the year, for any issues with the network, hardware, software, or operating system. If the monitoring detects service degradation, appropriate personnel receive immediate notifications with an alert.
- **Easy Upgrades** – Geographic Solutions periodically updates its sites with the latest version of its software that includes the most recent enhancements and fixes. For systems hosted by Geographic Solutions, this process involves updating the website after normal business hours and immediate overnight regression testing of the new system. Geographic Solutions addresses any problems immediately. However, this process is not immediate on systems that are hosted offsite.
- **Multiple Environments Availability** – In addition to the production and reports environments, Geographic Solutions uses multiple internal environments specially designed for testing and training. The separate training environment prevents exposing the production system with all its data to a training environment. Although Geographic Solutions thoroughly tests all changes before deployment to any production environment, clients that host their sites often request Geographic Solutions to test all upgrades and changes in their hosting test environment before deployment to their production environment. To do this, Geographic Solutions must establish yet another separate testing environment. Since the Geographic Solutions hosting environment already has these separate environments established, clients that host with Geographic Solutions do not need to make these multiple environment investments.

- [REDACTED]
- [REDACTED]

Benefits of Geographic Solutions' Private Cloud SaaS Model versus the Public Cloud

[REDACTED]

- [REDACTED]
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Geographic Solutions and VOS Sapphire 22 Innovation

The Department of Workforce Development (DWD) is interested in procuring a solution that includes innovative features and functions, to best serve the needs of our Hoosier state. Please describe how your proposed product(s) incorporates innovative features and describe how those features are a differentiator amongst peers with similar solutions. Additionally, please describe how your team addresses ongoing product innovation, and how new, innovative features are made available to customers at no additional charge through ongoing licensing and/or subscription revenue.

Geographic Solutions constantly invests in research and development to keep its products and services aligned with emerging needs and technologies, in order to consistently deliver innovative features and functions. Software development and implementation for the public sector workforce industry is not a secondary line of business or just one “practice area” for Geographic Solutions—it is our only business. The investments our company makes in research and development ensure a continuous and orderly product evolution from which customers—and taxpayers—benefit.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

VOS Sapphire 22’s Innovative Features and Functions

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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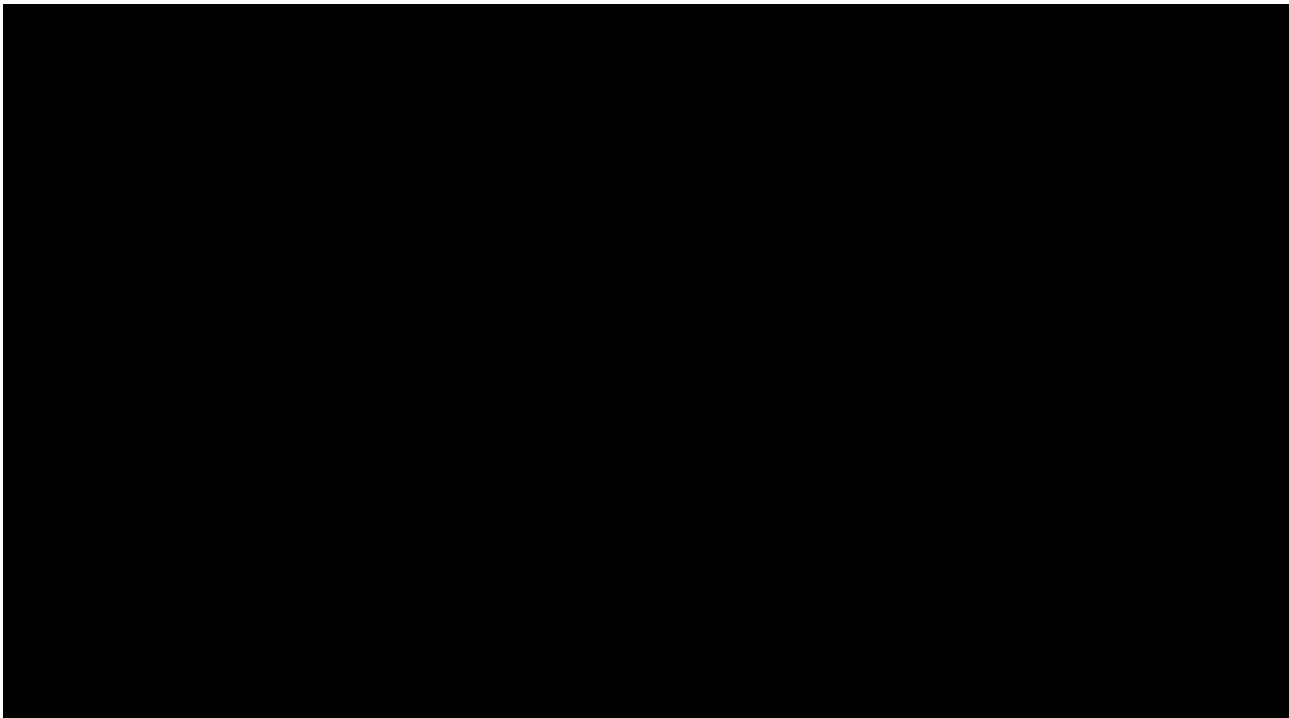
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